



Inland
Empire
Health
Plan

Increasing Access to Health Care for Members with Disabilities



*Presented by
Vicki Cuscino*



Local Plan Difference

Local Initiative
+ Commercial Plan
= 2-plan model

**Offers
Consumer
CHOICE of...**

Health Plan

Doctor or Med Group

Office or Clinic

Set Appt. or Walk-in

Hospital

Services

Your Inland Empire Health Plan

Not-for-Profit

Mission-driven



Locally focused and
community-oriented

Public Entity

Our Approach to Disability



- ♥ **Help Members stay active and healthy**
 - ♥ Prevent/lessen effects of secondary conditions
 - ♥ Early detection and treatment/intervention
- ♥ **Ensure access to quality care**
- ♥ **Work toward universal access**



Guidance from Our Members

Meaningful feedback and recommendations

- ♥ Health Care Services
- ♥ Educational Priorities
- ♥ Communication Needs
- ♥ Service coordination
- ♥ Access to Services



Guidance from Our Community



♥ Working together to
build healthier,
stronger
communities

♥ Numerous collaborations to enhance health
and wellness options



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Collaborations



Partner with disability
& senior
organizations

- ♥ Advise on issues
- ♥ Provide training
- ♥ Ensure cultural competence (alt. formats, bus stops, interpreters...)

- ♥ Inland Empire Disabilities Collaborative
 - ♥ 75+ agencies
- ♥ Sponsor events
- ♥ Outreach/education
- ♥ Serve on community boards, task forces, etc.



Independent Living & Olmstead



Rolling Start, Inc.
Independent Living Center
Serving San Bernardino, Inyo and Mono Counties



♥ Partnering with ILCs:

- ♥ LIVING WELL with a Disability
- ♥ Mentoring on OPTIONS – transitioning

♥ Chief Marketing Officer on **Olmstead Advisory Committee**








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Enhanced FSR



Publish semi-annual Doctor Directory with office access ratings

Example:

				
Acme Medical Group	Spanish	8:00-5:00 M-F	126	B
Valley Associates	Greek	8:00-8:00 M-F	87	L
Websters Group Care	Thai	8:00-6:00 M-F	119	R






The meaning of each accessibility code is described in the chart below:

Code	Accessible Parking	Access: Parking to Building	Access: Building, Including Doctor's Office	Adjustable Exam Table
B – Basic Access	Yes	Yes	Yes	Yes
L – Limited Access	Yes	Yes	Partial	Call
R – Requires Assistance	Call	Call	Call	Call



Transportation

- ♥ Non-emergency, medically-necessary transportation
- ♥ Doctor Directory includes:
 - ♥ Transit providers
 - ♥ Bus routes & stops closest to doctors' offices

	 			
1	RTA 1	Inbound	Magnolia	Hoover
2	RTA 1 RTA 1	Inbound Outbound	Magnolia Magnolia	Jackson Jackson
3	RTA 1 & RTA 15 RTA 1 & RTA 15	Inbound Outbound	14th 14th	Magnolia Magnolia
4	RTA 1 to Corona RTA 1 to Galleria RTA 1 to UCR RTA 1 to Downtown	Inbound Outbound Inbound Outbound	Magnolia Magnolia Magnolia Magnolia	Sherman Sherman Jackson Jackson



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Disability Competency



- ♥ Disability Staff
- ♥ IEHP University
- ♥ Online Resource Center
- ♥ C&L Task Force
- ♥ Newsletters
- ♥ Fact Sheets
- ♥ Ongoing team training



Keep Healthier During Your Work-Week

You spend most of your time at work. Finding time to incorporate ways to keep healthy can be a challenge. Here are some ideas to get you started. Do you reach for snacks, skip meals, or have other habits that can be changed?

Remember, time... and the way you spend it... are yours to manage. They don't always get away from you. There are ways to be more efficient, more organized, and more healthy.



2004 IEHP HEDIS® Results Are In

HEDIS® What is it?



The Health Plan Executive Director's Office

The results are available on the IEHP website.

The Health Plan Executive Director's Office (HEDIS) is the most widely used set of performance measures in the managed care industry. Developed and maintained by the National Committee for Quality Assurance (NCQA), HEDIS is part of an integrated system to establish accountability in managed care.

IEHP follows strict HEDIS guidelines in creating a sample population for each study conducted. Eligibility and age requirements data is used to create a population of members who meet the eligibility and age requirements. A statistically valid sample is then selected from the population.

Data collection begins with queries of the encounter data submitted by your TRS as obtained through P40 (The Performance) claims. If your encounter data does not contain evidence of the required visit, test, or prescription during the specified time frame, IEHP staff then reviews the Member's medical record to determine if care was provided.

According to HEDIS recommendations for improving performance on HEDIS measures, IEHP will work toward a 10% decrease in non-compliance for each measure during the next reporting year. IEHP's Quality Improvement Committee has developed CareLine Action Plans (CAPs) to improve the quality of care Members receive as reflected by these HEDIS rates.

HEDIS® Results Soar!
#3 In The State... You and Your Colleagues Should Be Very Proud!

This year we collected data for 20 HEDIS® measures in the areas of Effectiveness of Care, Access/Availability of Care, and Use of Services. IEHP scored in the 70th percentile or above in 17 measures with 14 of those measures meeting the 90th percentile based on NCQA standard setting requirements. The results reflect the high quality of care you are receiving at IEHP.

...continued on page 2



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Accessible Communication



- ♥ **Large print (18 pt) standard for disability materials**
- ♥ **Alternate formats**
- ♥ **Bilingual, accessible website**
- ♥ **Sign language interpreters**
- ♥ **Toll-Free TTYs**
- ♥ **Wellness Audio Library**



Access to Care



- ♥ Friendly, Bilingual Member Services Representatives
- ♥ Nurses – RNs and LVNs
- ♥ Personalized and Comprehensive Care Coordination
- ♥ 24-Hour Nurse Advice Line
- ♥ Urgent care



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Getting Medication

- ♥ Pre-approved BRAND & generic
- ♥ No monthly limits
- ♥ Pharmacies with home delivery
- ♥ Prescription by mail program
- ♥ Non-formulary requests processed within 24 business hours



Health & Wellness



- ♥ Education Programs
 - ♥ Asthma
 - ♥ Weight Management
 - ♥ Stop Smoking
 - ♥ Diabetes
 - ♥ Healthy Heart
 - ♥ Blood Pressure ... and more
- ♥ Pain Management Program
- ♥ Wheelchair Seating Clinic
- ♥ Living Well with a Disability



Education



Disability-Specific News in accessAbility and Pulse

- ♥ Health issues and tips
- ♥ Wellness programs



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Contact



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